Multi-Process Human Resources Outsourcing (MPHRO): A Peek into the Buyer's Mind – Are Digital Offerings Falling Short?

Multi-Process Human Resources Outsourcing (MPHRO)
Market Report – March 2018: Complimentary Abstract / Table of Contents

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Custom research capabilities

- Benchmarking | Pricing, delivery model, skill portfolio
- Peer analysis | Scope, sourcing models, locations
- Locations | Cost, skills, sustainability, portfolio – plus a tracking tool
- Tracking services | Service providers, locations, risk
- Other | Market intelligence, service provider capabilities, technologies, contract assessment

Subscription information

- This report is included in the following subscription(s)
  - **Multi-Process Human Resources Outsourcing (MPHRO)**
- In addition to published research, a subscription may include analyst inquiry, data cuts, and other services
- **If you want to learn whether your organization has a subscription agreement or request information on pricing and subscription options, please contact us**

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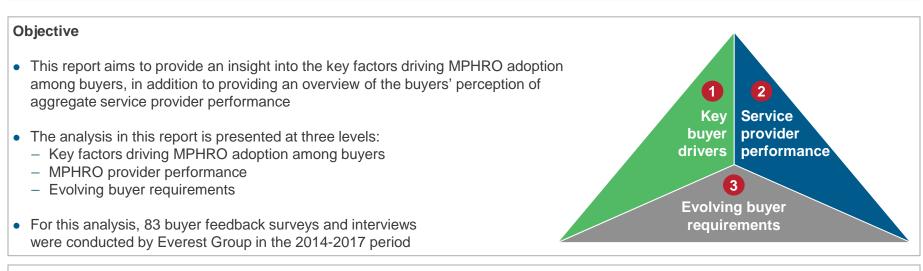india@everestgrp.com

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Background and methodology of the research

Objective

- This report aims to provide an insight into the key factors driving MPHRO adoption among buyers, in addition to providing an overview of the buyers' perception of aggregate service provider performance

- The analysis in this report is presented at three levels:
  – Key factors driving MPHRO adoption among buyers
  – MPHRO provider performance
  – Evolving buyer requirements

- For this analysis, 83 buyer feedback surveys and interviews were conducted by Everest Group in the 2014-2017 period

1 Key buyer drivers

2 Service provider performance

3 Evolving buyer requirements

Methodology

- Everest Group undertakes global web-based surveys and conducts one-on-one executive-level interviews with buyers to understand how organizations perceive the performance of their MPHRO provider. The surveys/interviews focus on different aspects of an outsourcing relationship including:
  – Key drivers for adopting MPHRO and buyer-provider relationships
  – Contract details (including process scope, signing year, and duration)
  – Overall performance of the service provider including key strengths and improvement areas
  – The level of buyer satisfaction and the underlying reasons
  – Detailed assessment of service provider performance across elements such as:
    ◆ Key MPHRO metrics
    ◆ Various subprocesses covered
    ◆ Implementation and transition phases
    ◆ Governance and relationship management
    ◆ Technology and innovation

Overview and abbreviated summary of key messages

This report aims to provide an insight into the key factors driving MPHRO adoption among buyers, in addition to providing an overview of the buyers' perception of aggregate service provider performance.

Some of the findings in this report, among others, are:

Key buyer drivers
- Traditional factors continue to hold significant importance and emerge as top drivers for buyers of MPHRO solutions
- With enterprises looking to leverage next generation tools and technologies, MPHRO providers are increasingly being viewed as strategic partners who can help enterprises supplement their expertise and enhance impact on business results

Service provider performance
- Greater emphasis on emerging parameters compared to traditional metrics as the role of service providers is moving from transactional agents towards strategic partners
- New-age metrics are posing a challenge to service providers since they seem unable to innovate fast enough to keep up with rising buyer expectations

Evolving buyer requirements
- Service providers need to continuously enhance their new-age technology capabilities, while consistently delivering quality insights and engaging proactively to create maximum impact

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Research calendar – Human Resources Outsourcing (HRO)

	Published	Planned	Current release

Flagship HRO reports	Release date
Multi-Country Payroll Outsourcing (MCPO) – Service Provider Profile Compendium 2017	August 2017
Multi-Process Human Resources Outsourcing (MPHRO) – Service Provider Landscape with PEAK Matrix™ Assessment 2017	September 2017
Multi-Process Human Resources Outsourcing (MPHRO) Annual Report – Digital-Driven Market Resurgence	December 2017
Multi-Process Human Resources Outsourcing (MPHRO) – Buyer Satisfaction Report 2018	**March 2018**
Heath and Welfare (H&W) Benefits Administration Outsourcing – Service Provider Landscape with PEAK Matrix™ Assessment 2018	Q2 2018
Heath and Welfare (H&W) Benefits Administration Outsourcing – Market Report 2018	Q2 2018
Heath and Welfare (H&W) Benefits Administration Outsourcing – Service Provider Profile Compendium 2018	Q2 2018
SuccessFactors Business Process Services – Service Provider Landscape with PEAK Matrix Assessment 2018	Q2 2018

Thematic HRO reports	
The Impact of Technology on HR GICs – A Call to Action	January 2017
Aon Goes Back to its Roots; the (Re-) Birth of an HR Outsourcing Specialist	March 2017
Payroll Outsourcing in Asia Pacific: Climbing Up the Maturity Ladder	March 2017
Long-Tail HR Operations: Key Challenges and How to Overcome Them	March 2017
The Future of HR Services – An Employee-Centric, Digital-First Approach	September 2017
Ulrich model – recasting in a digital light	Q2 2018

Note: For a list of all Human Resources Outsourcing reports published by us, please refer to our website page

Additional HRO research references

The following documents are recommended for additional insight on the topic covered in this report. The recommended documents either provide additional details on the topic or complementary content that may be of interest

1. **Multi-Process Human Resources Outsourcing (MPHRO) – Service Provider Landscape with PEAK Matrix™ Assessment 2017** (EGR-2017-3-R-2342); 2017. This report assesses the MPHRO capabilities of different service providers and evaluates their positioning on the Everest Group PEAK Matrix. It provides insights on how 20 MPHRO service providers are beefing up their capabilities and are differentiating themselves in the light of these shifts. These providers have been segmented into Leaders, Major Contenders, and Aspirants on the Everest Group PEAK Matrix. The report also includes remarks on service providers, highlighting their key strengths and development areas

2. **Multi-Process Human Resources Outsourcing (MPHRO) – Annual Report 2018** (EGR-2017-3-R-2509);2017. This research provides comprehensive coverage of the 2016-17 MPHRO market across dimensions such as state of the market, MPHRO market size & adoption, key MPHRO market themes, and buyer adoption trends. It focuses on how the HRO market gained momentum due to the shift in the HR services paradigm

3. **The Future of HR Services – An Employee-Centric, Digital-First Approach** (EGR-2017-3-V-2316); 2017. This viewpoint looks at the downsides of the traditional model of HR services, the evolving paradigm of HR services driven by focus on employee experience & engagement, and a new model of digital-first HR services that is differentiated from the traditional model in terms of technology, people, and process. It provides use cases in HR for the disruptive technologies of advanced analytics and Service Delivery Automation (SDA). Further, it describes the immense potential of the new model for service providers and best practices that can drive success for enterprises

For more information on this and other research published by Everest Group, please contact us:

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About Everest Group

Everest Group is a consulting and research firm focused on strategic IT, business services, and sourcing. We are trusted advisors to senior executives of leading enterprises, providers, and investors. Our firm helps clients improve operational and financial performance through a hands-on process that supports them in making well-informed decisions that deliver high-impact results and achieve sustained value. Our insight and guidance empower clients to improve organizational efficiency, effectiveness, agility, and responsiveness. What sets Everest Group apart is the integration of deep sourcing knowledge, problem-solving skills and original research. Details and in-depth content are available at www.everestgrp.com.

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